

Online Safety Policy

Version 2.0

1. Purpose

Learn with Confidence (LwC) is committed to safeguarding students during all online learning and digital communication. This Online Safety Policy sets out how LwC ensures safe, secure, and appropriate online practice in line with:

- UK GDPR / Data Protection Act 2018
- Keeping Children Safe in Education (KCSIE) 2024
- Working Together to Safeguard Children 2023
- DfE Generative AI: Product Safety Expectations (2024)
- WSCC safeguarding procedures
- LwC Communications Policy
- LwC Safeguarding & Child Protection Policy

This policy applies to all online tuition, digital communication, remote learning, and use of technology by staff, students, and families.

2. Scope

This policy applies to:

- All LwC staff (employed and self-employed)
- All students
- All parents/carers
- Contractors or external professionals communicating through LwC systems

It covers:

- Online tuition
- Digital communication
- Use of ChatPro
- Use of professional email accounts
- Use of video-conferencing platforms
- Online behaviour and conduct
- AI-related online safety
- Filtering and monitoring expectations

3. Roles and Responsibilities

3.1 Directors

Directors will:

- Oversee online-safety practice
- Ensure policies are reviewed annually
- Provide staff with appropriate training
- Ensure compliance with safeguarding and GDPR requirements

Learn with Confidence
5 King Court, Harwood Road, Horsham, RH13 5UR
Email: kat.perry@learnwithconfidence.co.uk
Tel: 01403 586029
Learnwithconfidence.co.uk

3.2 Staff

Staff must:

- Follow all online-safety procedures
- Use ChatPro or professional email addresses only
- Never use personal contact details
- Maintain professional boundaries online
- Report concerns immediately to the DSL
- Engage in ongoing online-safety training

3.3 Parents/Carers

Parents/carers must:

- Support their child's safe participation in online learning
- Ensure home technology is secure
- Use approved communication channels only
- Report concerns to LwC promptly

3.4 Students

Students must:

- Follow online-safety instructions
- Use approved platforms only
- Report any concerning behaviour or content to staff

3.5 Designated Safeguarding Lead (DSL)

The DSL will:

- Handle all online-safety concerns
- Investigate incidents and escalate where necessary
- Maintain safeguarding records
- Ensure staff receive regular training
- Oversee filtering and monitoring arrangements

4. Communication Platforms (Linked to Communications Policy)

4.1 ChatPro

ChatPro is the approved communication platform for teachers, learners, and parents.

- Removes the need for personal contact details
- Complies with safeguarding and GDPR
- Time-limited: messages **delivered 8am–4pm, term-time only**
- Used for subject-specific communication, updates, and support
- All staff must use ChatPro where appropriate

4.2 Email

- Admin staff must use @learnwithconfidence.co.uk email addresses
- Self-employed staff must use a professional email account, not personal email
- Personal email accounts must never be used for LwC communication
- All communication must follow the Communications Policy

Learn with Confidence
5 King Court, Harwood Road, Horsham, RH13 5UR
Email: kat.perry@learnwithconfidence.co.uk
Tel: 01403 586029
[Learnwithconfidence.co.uk](https://www.learnwithconfidence.co.uk)

4.3 Phone Communication

- Families must use LwC's main phone numbers
- Staff must use LwC phones only
- Personal phone numbers must never be used
- ChatPro supports safe phone-based communication from November 2025

5. Online Harm Categories (KCSIE 2024 Requirement)

LwC teaches and safeguards against the four statutory areas of online risk:

5.1 Content

Exposure to harmful or inappropriate content.

5.2 Contact

Risk of harmful interactions with others online.

5.3 Conduct

Learners' own behaviour online, including cyberbullying.

5.4 Commerce

Financial scams, fraud, and online exploitation.

Staff must monitor for all four categories during online sessions.

6. AI-Related Online Safety (DfE 2024 Requirement)

LwC recognises risks associated with AI, including:

- Deepfakes
- AI-generated grooming
- AI-generated misinformation
- Harmful or inappropriate AI-generated content

Staff must:

- Use only approved AI tools
- Report any AI-related concerns to the DSL
- Ensure AI content used in learning is safe and appropriate

7. Filtering and Monitoring

Although LwC is not a school, KCSIE requires AP settings to have clear filtering and monitoring expectations.

LwC ensures:

- Secure, GDPR-compliant platforms
- Monitoring of online sessions by tutors
- DSL oversight of online-safety concerns
- Annual review of filtering and monitoring arrangements

8. Best Practices for Online Tuition

8.1 Keep Software Up to Date

Learn with Confidence
5 King Court, Harwood Road, Horsham, RH13 5UR
Email: kate.perry@learnwithconfidence.co.uk
Tel: 01403 586029
[Learnwithconfidence.co.uk](https://www.learnwithconfidence.co.uk)

Video-conferencing and security software must be updated regularly.

8.2 Password-Protected Meetings

"Ensure all online meetings are password-protected using secure, randomly generated passwords."

8.3 Secure Meeting Links

Meeting details must be shared only through secure channels (ChatPro or professional email).

8.4 Waiting Rooms and Locked Sessions

Use waiting rooms and lock sessions once all participants have joined.

8.5 Screen Sharing and Messaging Controls

- Only tutors may share screens
- Private messaging between students must be disabled

8.6 End Meeting for All

Tutors must end the meeting for all participants.

9. Vulnerable Learners

Staff must take additional precautions for vulnerable learners, including those with:

- SEND
- EBSA
- PDA profiles
- Trauma histories
- SEMH needs

This includes:

- Close monitoring
- Clear communication with parents
- Use of Knowing and Understanding Me information
- Trauma-informed practice

10. Online Safety Education for Learners

LwC teaches learners:

- How to stay safe online
- How to recognise harmful content
- How to report concerns
- How to manage privacy and security
- How to identify misinformation and scams

11. Responding to Online Incidents

11.1 Detection

Staff must monitor for:

- Inappropriate content
- Cyberbullying
- Grooming

Learn with Confidence
5 King Court, Harwood Road, Horsham, RH13 5UR
Email: kate.perry@learnwithconfidence.co.uk
Tel: 01403 586029
Learnwithconfidence.co.uk

- Unauthorised access
- AI-generated risks
- Misinformation or harmful influence

11.2 Reporting

"Any concerns or breaches must be immediately reported to the DSL."

11.3 Safeguarding Response

The DSL will:

- Investigate
- Record actions
- Notify parents/carers
- Liaise with external agencies if needed
- Update safeguarding chronology

11.4 Record-Keeping

All incidents are documented for follow-up and policy improvement.

12. CME (Children Missing Education) and Online Learning

Disengagement from online learning may indicate a safeguarding or CME concern.

Staff must:

- Notify the DSL
- Contact parents/carers
- Inform commissioning schools or the LA if required

13. Review and Monitoring

This policy will be reviewed annually or sooner if:

- Technology changes
- Legislation changes
- Safeguarding guidance changes
- New platforms are introduced

Continuous professional development will be provided to all staff.

Version Control			
Version No.	Date	Author	Notes
1.0	15 th October 2024	K Perry	Initial Draft
1.1	September 4 th 2025	KP	
1.2	5.9.26	KP	Amended with KCSiE updates